

Class Code 4919/Exempt
Position Title Program Manager
Working Area Library Services, Computer Unit
Effective Date March 21, 2003



JOB DESCRIPTION

Scope

Professional, administrative and supervisory work managing the development and implementation of all automated systems, networks, and attached peripherals for the Library Services Division

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position. Manage the development, implementation and monitoring of all automated systems within the Library Services Division. Coordinate the computer unit of the Library Services Division, to include scheduling staff, answering service calls, and assigning work priorities for assigned staff. Perform hardware and software diagnostics to determine the source of problems and appropriate action to resolve system problems. Represent the County as the primary contact with library services automation vendors holding County contracts with the Library & Leisure Services Department. Resolve software and hardware problems within limits established by vendor contracts. Manage and coordinate the computer operations call desk, and dispatches personnel for repair and maintenance of personal computers in the Library Services Division. Manage the computer operations center for the Library Services Division. Analyze and interpret all information concerning the operation of the Library Services Division computer system. Monitor daily system activity levels. Recommend to Division Manager actions to be taken to optimize system performance. Maintain inventory of computer equipment and peripherals, and tracks maintenance calls and repairs to computer equipment. Repair, install, and move existing computer equipment as necessary. Perform annual fixed assets inventory of all Library Services computer system equipment. Initiate and effectively recommend for approval by the Division Manager, and final approval by the Department Director, hiring, termination, performance evaluations, disciplinary and/or commendatory action for assigned personnel. Maintain network systems, local and wide area networks. Serve as system resource person for Internet applications and system operations issues. Manage system level security, protects network resources and user profile information from unauthorized use. Represent the Library and Leisure Services Department on County Committees and projects related to automated networks and GIS networks. Document and introduce new software and computer upgrades to the Library staff and the general public. Coordinate and develop training sessions for computer operations staff as required. Formulate management reports using report generation software. Create and customize computer reports for Library staff as required. Perform other duties as may be assigned or as may be necessary.

Minimum Qualifications

Knowledge and Skills

Considerable knowledge of computer systems performance analysis, trouble shooting, maintenance, security, local and wide area communications, and operation of computer systems. Knowledge of Internet access and resources. Knowledge of Unix systems. Ability to recognize, evaluate, diagnose and correct network-operating problems. Ability to establish and maintain effective working relationships with departmental staff and outside contractors. Ability to meet and deal with the general public in a positive and courteous manner. Ability to communicate effectively both orally and in writing. Must possess and maintain a valid Florida Driver's License.

Education

Bachelor's Degree in Computer Science or a closely related field and four (4) years of progressively responsible work experience using mid-range systems. Master's Degree in Library Science from an accredited American Library Association college or university. *A comparable amount of education, training, or experience may be substituted for the minimum qualifications.*

Working Conditions

The work environment is the library's central system control room and requires travel to six library locations.